Bruce A. Lee

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Objective:
Hi, I'm Bruce. I'm a Data Analyst focusing on achieving business objectives using data with R and SQL.

Skills:
R Programming (various packages), PostgreSQL, Advanced Excel, Data Visualization (R, Tableau), Professional Writing, Intercom, Zendesk

Experience:

Branching Minds   7/2021 — 10/2022
Data Manager:
- Qualify data for ETL ingestion using R via dplyr, and by extension the tidyverse suite of packages. Sourced data from various APIs and sFTP file servers; including vendor-created assessment and rostering data to output formatted data intended for diagnosing student interventions.
- Queried the org's proprietary relational database, as well as their AWS Athena data lake using PostgreSQL for troubleshooting. Including compiling various school district requested reports, and other ad-hoc requests. Applied Excel for data manipulation, and rudimentary cleaning.
- Maintained relationships with around 40 school districts through conducting the onboarding process for school district tech & data staff. Collaborated with Customer Success, Engineering, Product, and Learning Sciences teams to report bugs, customer feedback and triage customer concerns to satisfaction.

IXL Learning, Inc   8/2019 — 5/2021
Technical Support Data Analyst:
- Created visualizations to aid management in communicating support metrics and KPIs to upper management using Tableau.
- Serviced 99.9% uptime through Tier 2 & 3 customer support via Zendesk throughout the East Coast: while garnering a 98% satisfaction rating across the entire territory, including international markets. Remotely collaborated with account management, content, and engineering teams; explaining technical solutions to customers who are teachers, students, parents, and school administrators.

Vocabulary.com (Now IXL Learning, Inc)   8/2019 — 3/2020
Customer Success Manager:
- Facilitated ongoing support to reduce churn, while providing Tier 2 & Tier 3 support for the platform via Zendesk. Coordinated with the Sales team to triage and troubleshoot customer issues on-site. Conducted Professional Development for educators of up to 50 per session in the Southeastern region of the United States.

City Year   7/2016 — 6/2017
AmeriCorps Member
- Collected and analyzed data on student performance to ensure achievement of outcomes. Promoted higher test scores of up to 40% with a dedicated group of 12 students in a classroom environment at Oak Ridge High School, Orlando, FL.

Education:
University of Central Florida
- *Bachelor of Arts in Sociology*